INS – GlobalProtect VPN

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Table of Contents

Overview

This is a step by step guide for the installation and setup of the GlobalProtect VPN client.

Responsibility

Authorized VPN users
Authorized Devices

Definitions

Authorized VPN users:
    - Users that have authorization to use the NC VPN Services
Authorized Devices:
    - College owned devices that are domain joined
    - Devices with the approval of the IT security officer
        -i.e. A Contractor's corporately owned and managed laptop

Related documents

None

Agent Download

The GlobalProtect agent is downloaded from https://vpn.niagaracollege.ca

If prompted, you can login using your Niagara College credentials.

Select and Download the appropriate agent.

paloalto
NETWORKS®

GlobalProtect Portal

Download Windows 32 bit GlobalProtect agent

Download Windows 64 bit GlobalProtect agent

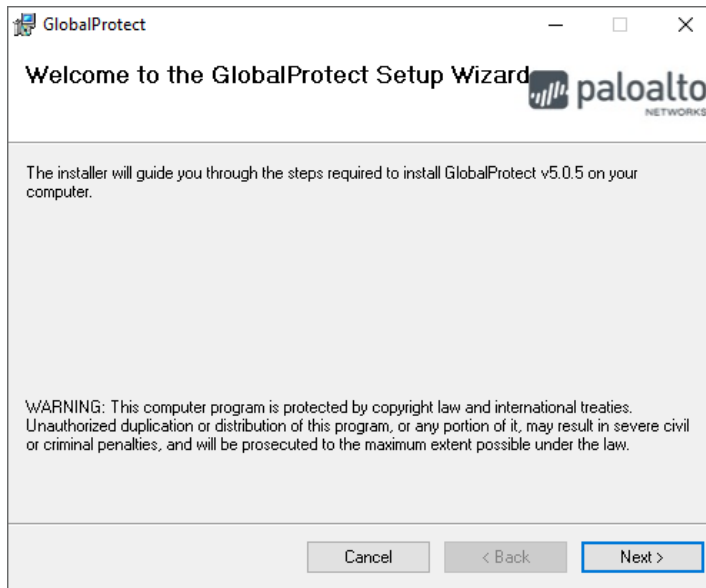Download Mac 32/64 bit GlobalProtect agent

Windows 32 bit OS needs to download
and install Windows 32 bit GlobalProtect
agent.
Windows 64 bit OS needs to download
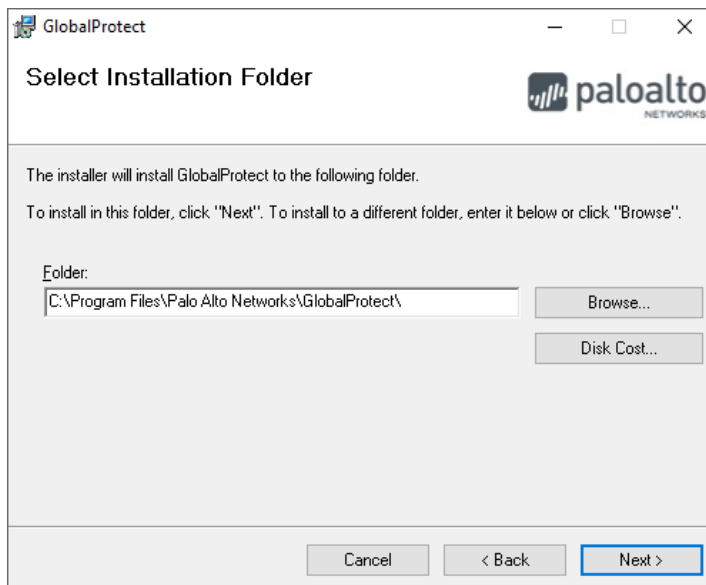and install Windows 64 bit GlobalProtect
agent.
Mac OS needs to download and install
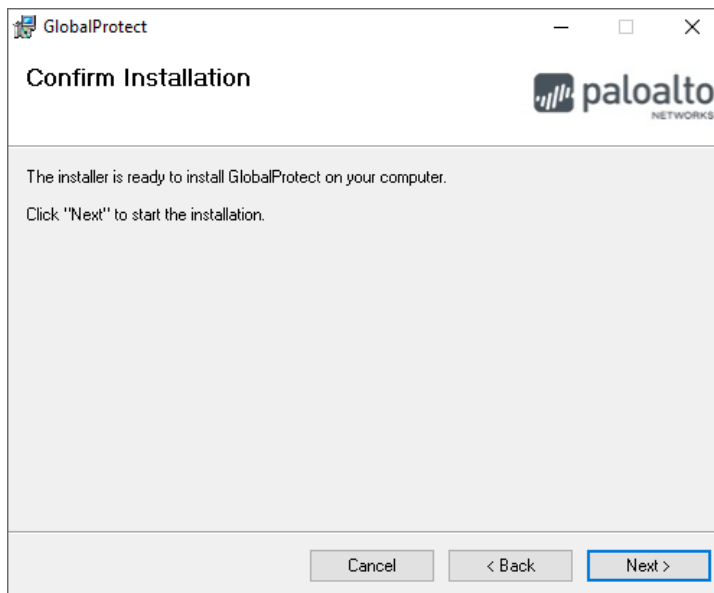Mac 32/64 bit GlobalProtect agent.

Agent Installation

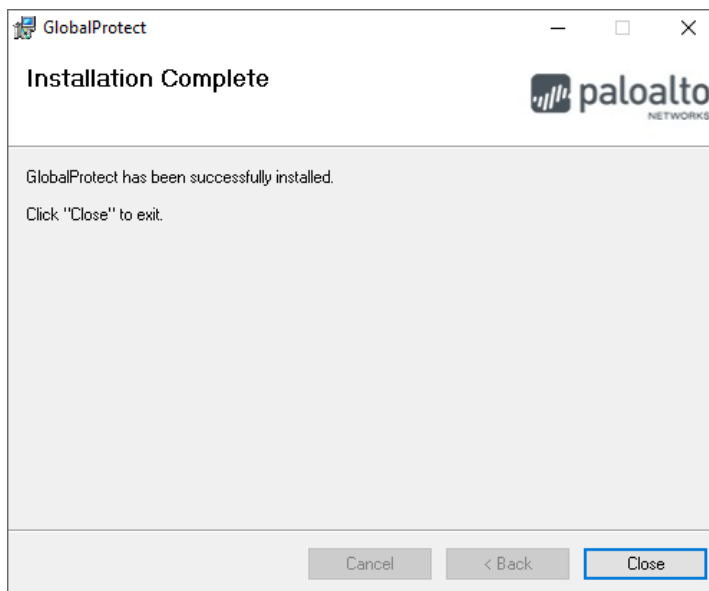1. Run the installer (e.g. GlobalProtect64.msi) and click "Next".

2. Then click "Next" again.

3. Then click "Next" again.

4. After the installation is complete click "Close".

5. After the installer exits you will have to configure GlobalProtect, to do this please follow the steps in the next section.

Agent Setup

1. In the system tray (Bottom right corner for your screen) you should see a new icon that looks like a small gray globe. You may have to expand the system tray by clicking the arrow in order to see the icon.

2. Click on the icon and it will open a small window where you can enter the GlobalProtect portal address. Enter "vpn.niagaracollege.ca" in that field and click "Connect".
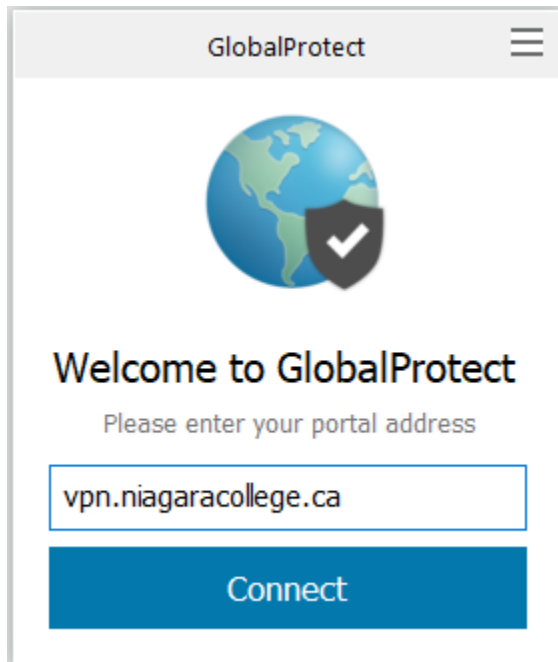
3. You may be prompted to log in using your Niagara College credentials through a Microsoft Login Page. However, this authentication may already be satisfied if you have recently logged into vpn.niagaracollege.ca to download the agent.
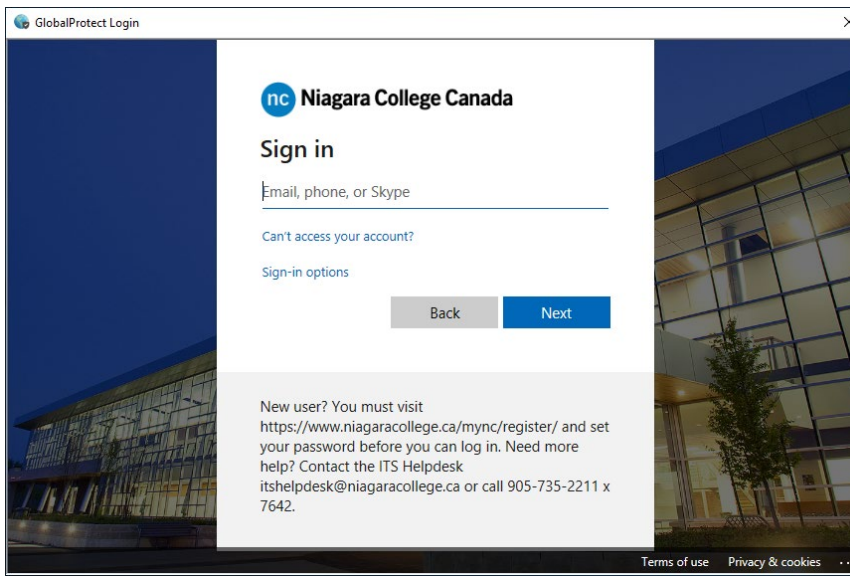
4. Once authenticated GlobalProtect will continue to connect.
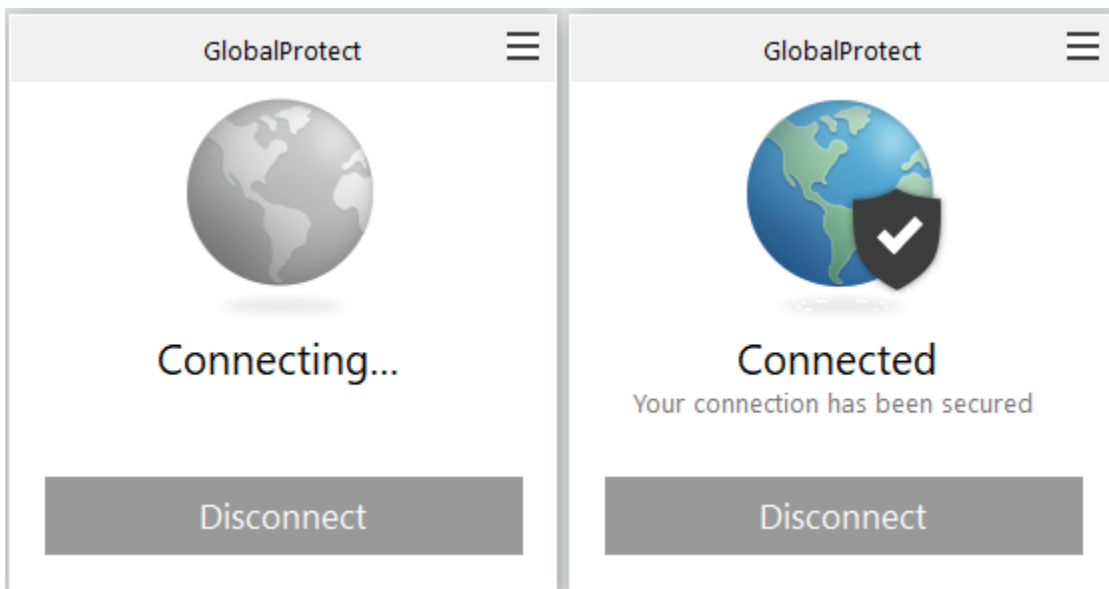
Connecting and Disconnecting

1. To connect to or disconnect from the GlobalProtect VPN click on the GlobalProtect icon in the system tray (lower right corner of your screen).

   Note: If the icon is not in the system tray you may have to start the application.
   You can do this by opening the start menu and searching for "GlobalProtect"

   GlobalProtect
   App
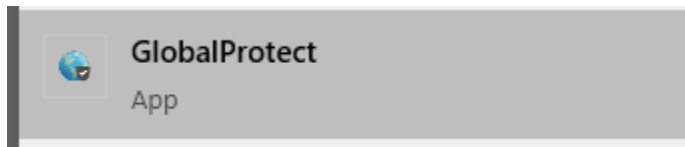
2. To establish a connection click "Connect" and to disconnect click "Disconnect".
   Note: if it has been less than 1 hour since you last connected to the VPN you may not be prompted to authenticate.